



# **MANUAL OF INTERNATIONALLY PRESCRIBED POLICIES & PROCEDURES IN SPA OPERATION**



# TABLE OF CONTENTS

## **ACKNOWLEDGEMENTS (3)**

## **PREAMBLE (4)**

### **PART 1: General Operating Policies**

- I. Planet: Protecting the Environment (5)
- II. People: Managing Human Resources (6)
- III. Professionalism: Developing Core Values (11)
- IV. Product: Ensuring Quality and Safety (12)
- V. Profit: Optimizing Revenues and Reducing Costs (16)

### **PART 2: The Professional Spa Therapist**

- I. Management Information Systems (18)
- II. Human Resources (19)
- III. Standards in Room Set-up (24)
- IV. Maintenance and Cleaning Procedures (26)
- V. Daily Operation Protocol (29)
- VI. Reservations (30)
- VII. Unforeseen Events and Emergencies (31)
- VIII. Guest Relations (33)
- IX. Cashiering (35)
- XI. Marketing (38)
- XII. Communication (39)
- XIII. Environment Management System (39)

### **SAMPLE FORMS**

- Claim Report-Facility (41)
- Claim Report-Skin Damages/Staff Service (42)
- Counselling Sheet (43)
- Evaluation Sheet-Massage (44)
- Evaluation Sheet-Body Scrub (45)
- Guest Evaluation Form (46)

# ACKNOWLEDGEMENTS

This MANUAL OF INTERNATIONALLY PRESCRIBED POLICIES & PROCEDURES IN SPA OPERATION was developed with the assistance of the following:

Executive Editor:	Jomar Fleras (Project Manager, AsiaInvest Project)
Editorial Board:	Catherine B. Turvill (Vice President, SAPI) Joanne Bruce (Education Committee Chair, AMSPA) Napalai Cain (Education Committee Chair, TSPA) Erika Dewi (Education Committee Chair (BSWA)
Editorial Assistants:	Cheryl Kho (Asst. Project Manager, AsiaInvest Project)
Project Staff:	Ellen Aguila (Finance Officer, AsiaInvest Project) Gertie Cay (Project Co-ordinateor, SAPI) Allan Rivera (Bookkeeper, AsiaInvest Project)
Artists:	Anthony Santos Roderick Cruz
Project Partners:	Marjorie Lopingco (President, SAPI) Lulu Widjaja (Executive Committee Member, BSWA) Regine Winkler (Project Coordinator, BSWA) Datin Ramona Suleiman (President, AMSPA) Jacqueline Loo (Project Coordinator, AMSPA) Andrew Jacka (President, TSPA) Nissara Hamloha (Project Coordinator, TSPA)

Funding assistance provided by the European Union AsiaInvest Programme.